

# The Complete Office

## **Retail Floor Manager**

This position requires the successful candidate to be 100% hands on at all times managing all aspects of a busy retail operation while also providing leadership and direction to a team of retail salespersons with a view to providing superior customer service and the achievement of individual and overall profit targets.

The successful candidate will have proven ability to successfully engage customers, will be energetic, and a self-starter with a strong team working ability.

This position demands creative ideas, a philosophy of customer service, and a commitment to continual improvement.

### **Key Responsibilities:**

- Effectively coordinate & manage all store operational activities.
- Working closely with the General Manager planning and executing future retail strategies, development, planning and implementation
- Responsible for the day-to-day operations of the retail store activities and stock room / warehouse.
- Overseeing store operations including customer service and administration
- Produce staff training plans to ensure achievement of sales goals
- Planning and managing merchandising, replenishment, product inventory, and loss prevention activities.
- Proven record for achieving store level earnings and sales goals
- Ensure company presentation standards are met.
- Supervise store security and safety.
- Maintain adherence to all company policies and procedures.
- Responsible for creating a healthy and positive work environment which drives employee engagement and retention.

### **Qualifications:**

- 3 – 5 years' experience in retail management
- Retail sales experience with a proven track record of achieving sales targets.
- A post Secondary College or University degree.
- Strong verbal, written, and presentation skills.
- Practical experience with Microsoft Office Suite of products.
- Effective time management skills and the ability to multi-task is essential.
- Empathetic and consultative approach to selling combined with a motivation to provide excellent customer service.
- Passion in what you sell combined with tenacity and commitment to achieving sales targets.

The nature of this business will require the candidate to work on Saturdays.

Salary and benefits will commensurate with experience. Interested candidates should submit a resume, no later than December 3, 2011 to:

Human Resources  
The Complete Office Ltd.  
P.O. Box HM 1032  
Hamilton, HM EX or by e-mail to: [careers@tco.bm](mailto:careers@tco.bm)